APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/431,017	11/01/1999	CLARE M. ANDERSON	DAVOX-164XX	8138

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ART UNIT	PAPER NUMBER
2642	7

DATE MAILED: 05/06/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

	Application No.	Applicant(s)
Office Action Summary	09/431,017	ANDERSON ET AL.
	Examiner	**Art Unit**
	Quynh H Nguyen	2642

-- *The MAILING DATE of this communication appears on the cover sheet with the correspondence address* --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE _3_ MONTH(S) FROM
THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed
  after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any
  earned patent term adjustment. See 37 CFR 1.704(b).

Status

1) ☒ Responsive to communication(s) filed on *Amendment filed 2/21/03* .

2a) ☒ This action is **FINAL**. 2b) ☐ This action is non-final.

3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is
closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4) ☒ Claim(s) _1-36_ is/are pending in the application.

　4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5) ☐ Claim(s) _____ is/are allowed.

6) ☒ Claim(s) _1-36_ is/are rejected.

7) ☐ Claim(s) _____ is/are objected to.

8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9) ☐ The specification is objected to by the Examiner.

10) ☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

　Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

11) ☐ The proposed drawing correction filed on _____ is: a)☐ approved b)☐ disapproved by the Examiner.

　If approved, corrected drawings are required in reply to this Office action.

12) ☐ The oath or declaration is objected to by the Examiner.

Priority under 35 U.S.C. §§ 119 and 120

13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

　a)☐ All b)☐ Some * c)☐ None of:

　　1.☐ Certified copies of the priority documents have been received.

　　2.☐ Certified copies of the priority documents have been received in Application No. _____ .

　　3.☐ Copies of the certified copies of the priority documents have been received in this National Stage
　　　application from the International Bureau (PCT Rule 17.2(a)).

　* See the attached detailed Office action for a list of the certified copies not received.

14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).

　a) ☐ The translation of the foreign language provisional application has been received.

15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

1) ☐ Notice of References Cited (PTO-892)	4) ☐ Interview Summary (PTO-413) Paper No(s). _____ .
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)	5) ☐ Notice of Informal Patent Application (PTO-152)
3) ☐ Information Disclosure Statement(s) (PTO-1449) Paper No(s) _____ .	6) ☐ Other: .

DETAILED ACTION

1.   The text of those sections of Title 35, U.S. Code not included in this action can be found

in a prior Office action.

Claim Rejections - 35 USC § 103

2.   Claims 1, 4-12, 25, and 27-36 are rejected under 35 U.S.C. 103(a) as being unpatentable

over Carney (U.S. Patent 5,784,452).

Referring to claim 1, Carney teaches the steps of: establishing call center resource data

corresponding to plurality of different resources such as queues (col. 1, lines 59-62), agent

workgroups and individual agents (col. 2, lines 5-8), campaigns (col. 2, lines 8-11), and call

tables (col. 1 lines 63-65 - system routing calls) available within call center; presenting to a user

(Fig. 5, supervisor) plurality of different resources defined by resource data; assigning selected

resources to a relationship profile (Telephony call center); assigning a relationship key field (Fig.

5, MC, Visa) corresponding to relationship profile to call center resource data for each of

selected resources assigned to relationship profile (Telephony call center); using relationship key

(Fig. 5, MC, Visa) field to manage call center; wherein call center resource data is organized by

function into a plurality of resource categories including the steps of: presenting to user (Fig. 5,

supervisor) plurality of resource categories; wherein the plurality of resources (col. 1, line 57

thru col. 2, line 11) within selected resource category are presented for selection by user; and

wherein plurality of resource categories include queues (col. 1, lines 59-62), agent workgroups

and individual agents (col. 2, lines 5-8), campaigns (col. 2, lines 8-11), and call tables (col. 1

lines 63-65 - system routing calls).

Carney does not teach receiving user selections of selected resources presented to user;

and inbound dialed number identification service (DNIS) as one of the resource categories.

It would have been obvious to one of ordinary skill in the art at the time of the invention

was made that the user ("supervisor") would select among available resources to supervise

agents in the call center. For example, the supervisor may move agents between work groups.

Furthermore, inbound dialed number identification service (DNIS) is well known and the

advantage of using this feature is also well known in call centers.

Referring to claim 4, Carney teaches using relationship key field to manage the call

center includes: presenting a user ("supervisor") with plurality of statistics display options

corresponding to a selected resource relationship profile (col. 5, lines 15-17); receiving a user

selection of a selected statistics display option corresponding to a selected resource relationship

profile (col. 5, lines 18-23); obtaining call center statistics from plurality of resources having a

matching resource relationship key field matching a selected resource relationship key field of

selected resource relationship profile (col. 5, lines 23-26); and displaying call center statistics

from plurality of resources having matching resource relationship key field (col. 5, lines 28-30).

Claim 5 is rejected for the same reasons as claim 1. Furthermore, Carney teaches

relationship key field is used to control defining of call center strategies (col. 4, lines 28-34 and

col. 5, lines 5-14 and col. 6, lines 10-23).

Referring to claim 6, Carney teaches a computer-implemented method of managing

strategies and actions in a call center comprising: establishing action detail data defining generic

actions (col. 4, lines 31-32) that can be taken in call center; establishing goal data defining goals

to be achieved within call center (col..5, lines 10-14); presenting to a user ("supervisor") generic

actions (col. 4, lines 31-32) defined by action detail data; receiving at least one user selection of

a selected generic action (col. 4, line 31-32) from generic actions. What is not taught by Carney

is adding user defined action detail data to call center, goal data, and user-defined threshold for

selected goal such that selected available action occurs when at least one user-defined threshold

is reached. It would be obvious to one skilled in the art at the time the invention was made to add

user defined action detail data to call center, and to include some goals such as: number of calls

answered, idle time, time spent talking to customers etc and user-defined threshold such as calls

in a queue such that said user-selected available action (i.e. voice mail) will occur when user-

defined threshold is met. These features are well known and the advantages of using them are

also well known.

Referring to claims 7 and 8, Carney does not teach multiple thresholds including an

optimization minimum, an optimization realization, and an optimization maximum wherein a

user-selected available action is assigned to each multiple thresholds. It would have been obvious

to one skilled in the art at the time the invention was made to include user-defined thresholds to

see when agent's goals are met.

Referring to claim 9, Carney teaches goals are organized in goal categories, and further

including the step of: presenting goal (col. 5, lines 11-13) categories to user ("supervisor"); but

does not teach receiving a user selection of a selected goal categories, wherein goals within

selected goal category are presented for selection by user. It would be more flexible to allow user

to select goals within goal category.

Referring to claims 10-12, Carney does not teach user-defined thresholds, and selected

available actions are received and assigned to create library of strategy profile, and a plurality of

available actions are created. It would have been obvious to one of ordinary skill in the art at the

time the invention was made to have user-defined thresholds and view when agent's goals are

met, organize strategies into library of strategy profiles, and create available actions so that user

can easily selected.

Referring to claim 25, Carney teaches the steps of: call center resource data defining a

plurality of different call center resources such as agent workgroups (col. 2, lines 5-8), devices,

queues (col. 1, lines 59-62), applications, campaigns (col. 2, lines 8-11), and call tables (col. 1

lines 63-65 - system routing calls) in call center; and a relationship manager (supervisor),

responsive to a user input, for accessing said call center resource data, for creating a graphical

user interface (col. 4, lines 35-36) presenting the plurality of different call center resources

defined by said call center resource data to user, for assigning user-selected resources to a

relationship profile (call center), and for associating a relationship key field to call center

resource data corresponding to each of user-selected resources (col. 4, lines 28-39); wherein the

plurality of different call center resources are organized into resource functional categories

including agents, agent workgroups (col. 2, lines 5-8), devices, queues (col. 1, lines 59-62),

applications, campaigns (col. 2, lines 8-11), and call tables (col. 1 lines 63-65 - system routing

calls).

Referring to claims 27 and 36, Carney further teaches a call center resource relationship

management system is implemented on at least one personal computer utilizing a WINDOS-

based operating system (col. 3, lines 52-54).

Referring to claim 28, Carney discloses a call center strategy and action management

system for use in a call center comprising: action detail data defining a plurality of generic

actions (col. 4, lines 31-32) that can be taken within said call center; an action builder,

responsive to a user input, for accessing action detail data, for creating a graphical user interface

(col. 4, lines 35-36) presenting said generic actions to a user for selection, for combining user-

defined specific action details with user-selected generic actions to build user-defined available

actions in said call center (col. 4, lines 27-39); goal data defining goals to be achieved within call

center (col. 5, lines 10-14); and a strategies manager, responsive to user input, for accessing goal

data, for creating a graphical user interface (col. 4, lines 35-36). What is not taught by Carney is

presenting said goals and available actions to user for selection, and for assigning at least one

user-defined threshold to a user-selected goal and for assigning at least one user-selected

available action to user-defined threshold such that user-selected available action will occur

when user-defined threshold is met. It would have been obvious to one of ordinary skill in the

art at the time the invention was made to include some goals such as: number of calls answered,

idle time, time spent talking to customers etc and user-defined threshold such as calls in a queue

such that said user-selected available action (i.e. voice mail) will occur when user-defined

threshold is met. These features are well known and the advantages of using them are also well

known.

Referring to claims 29-32, Carney teaches supervisor observes agents' performance

statistics such as idle time and time spent talking to customers, assigns agents and view statistics

and activities of agents, and generic actions such as modify the agents data structure by adding

the agent attribute identifier for work groups to agent data structure. What is further not taught

by Carney are multiple thresholds including an optimization minimum, an optimization

realization, and an optimization maximum wherein a user-selected available action is assigned to

each multiple thresholds. It would be obvious to one skilled in the art at the time the invention

was made to include user-defined thresholds to see when agents' goals are met.

Referring to claim 33, Carney teaches a call center management system for managing a

call center including a plurality of different resources used for handling telephone calls,

comprising: call center resource data defining a plurality of different call center resources such as

queues (col. 1, lines 59-62), agent workgroups and individual agents (col. 2, lines 5-8),

campaigns (col. 2, lines 8-11), and call tables (col. 1 lines 63-65 - system routing calls) in call

center; and a relationship manager (supervisor), responsive to a user input, for accessing said call

center resource data, for creating a graphical user interface (col. 4, lines 35-36) presenting said

call center resources defined by said call center resource data to user for selection, for assigning

user-selected resources to a relationship profile (call center), and for associating a relationship

key field to call center resource data corresponding to each of user-selected resources (col. 4,

lines 28-39); action detail data defining a plurality of generic actions (col. 4, lines 31-32) that can

be taken within said call center; an action builder, responsive to a user input, for accessing action

detail data, for creating a graphical user interface (col. 4, lines 35-36) presenting said generic

actions to a user for selection, for combining user-defined specific action details with user-

selected generic actions to build user-defined available actions in said call center (col. 4, lines

27-39); goal data defining goals to be achieved within call center (col. 5, lines 10-14); and a

strategies manager, responsive to user input, for accessing goal data, for creating a graphical user

interface (col. 4, lines 35-36). What is not taught by Carney is presenting said goals and available

actions to user for selection, and for assigning at least one user-defined threshold to a user-

selected goal and for assigning at least one user-selected available action to user-defined

threshold such that user-selected available action will occur when user-defined threshold is met.

It would have been obvious to one of ordinary skill in the art at the time the invention was made

is to include some goals such as: number of calls answered, idle time, time spent talking to

customers etc and user-defined threshold such as calls in a queue such that said user-selected

available action (i.e. voice mail) will occur when user-defined threshold is met.

Referring to claim 34 and 35, Carney teaches the call center management system further

including: statistics data representing statistics pertaining to resources in call center (col. 6, lines

24-28); and a statistics display manager, responsive to user input, for monitoring statistics (col. 3,

lines 47-49) and for creating at least one graphical user interface (col. 4, lines 35-36). What is not

taught by Carney is displaying statistics in at least one user-defined format based upon one of

relationship profiles, wherein statistics display manager accesses strategy profiles, compares

statistics with at least on user-defined threshold, and provides an indication in graphical user

interface when threshold has not met. It would have been obvious to one of ordinary skill in the

art at the time the invention was made is to have statistics display manager to take care of

collecting statistics.

3.   Claims 13-24 are rejected under 35 U.S.C. 103(a) as being unpatentable over Carney in

view of Cambray et al. (U.S. Patent 5,381,470).

Referring to claim 13, Carney teaches a method of monitoring and presenting call center

statistics in a call center comprising: establishing a plurality of resource relationship profiles (call

center) defining a plurality of relationships between different call center resources. However,

Carney does not teach establishing a plurality of call center strategy profiles defining a plurality

of call center strategies, each of said call center strategies including a plurality of goals having at

least one user-defined strategy threshold; and receiving call center statistic data pertaining to call

center and displaying the data.

Cambray et al. teach displaying call center statistics data (Abstract lines 1-4).

It would have been obvious to one of ordinary skill in the art at the time the invention

was made to incorporate the feature of displaying call center statistics data, as taught by

Cambray, in Carney's system in order to assist the supervisor to supervise the call center.

Referring to claims 14-19, Carney does not teach call center queue statistics data

organized according to call center tasks, allow user to create and display a user-defined task

statistics viewing option. It would be obvious to one of ordinary skill in the art at the time the

invention was made to have call center queue statistics so that a manager can balance calls load

and move agents around, display selected task statistics viewing option.

Referring to claims 20-24, Carney does not teach view formats of call center include

summary statistics format and detailed graphical statistics format displayed in color. However

Cambray et al. teach call center statistics data displayed in color (Abstract lines 1-15).

Response to Arguments

4.   Applicant's arguments filed 2/21/03 have been fully considered but they are not

persuasive. Applicant's arguments have been addressed in the above claims rejection.

Conclusion

5.   **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time

policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE

MONTHS from the mailing date of this action. In the event a first reply is filed within TWO

MONTHS of the mailing date of this final action and the advisory action is not mailed until after

the end of the THREE-MONTH shortened statutory period, then the shortened statutory period

will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR

1.136(a) will be calculated from the mailing date of the advisory action. In no event, however,

will the statutory period for reply expire later than SIX MONTHS from the mailing date of this

final action.

6.   Any inquiry concerning this communication or earlier communications from the

examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-5451.

The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's

supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the

organization where this application or proceeding is assigned is 703-872-9314.

Any inquiry of a general nature or relating to the status of this application or proceeding

should be directed to the receptionist whose telephone number is 703-305-4700.

qhn

Quynh H. Nguyen
April 24, 2003

AHMAD MATAR
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